



ATSFD1



User Manual

Touch N' Talk FD1

2-Way Waterproof

**Voice Pendant Medical Alert System
with Fall Detection**

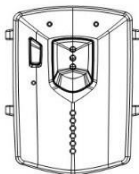
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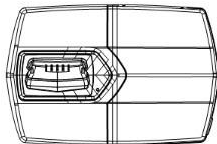
Overview



Contents of the System



Pendant



Base Unit



AC Adapter



Lanyard



Phone Cord

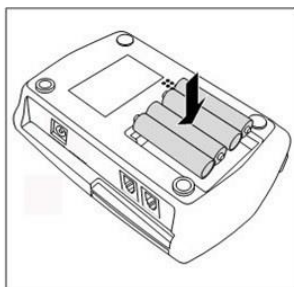
REQUIRED SETTINGS

Installing the backup Batteries

1. Remove the battery cover at the bottom of the base station.



2. Insert 4 rechargeable batteries

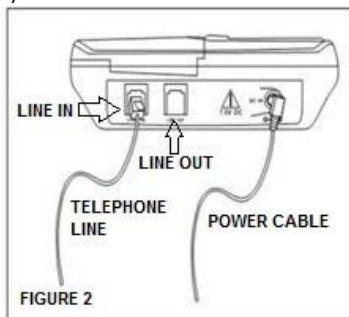
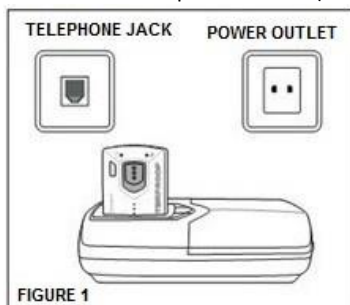


NOTE: Charge backup batteries for at least 48 hours (2 full days) before first use.

Reminder: You must use **ONLY** rechargeable batteries; never use regular non-rechargeable batteries in this system. **Non-rechargeable batteries will permanently damage this unit.** (Recommended 1.2v AAA 800MH or greater Ni-ZN or Ni-MH rechargeable batteries only.)

Connecting the Base Unit

1. Place the base station on a stable surface location near the telephone line jack and the electrical power outlet. (see figure 1)



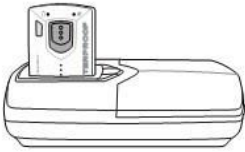
2. Connect the telephone line and power cable to their corresponding connectors at the back of the base station marked LINE IN and DC IN.
3. Connect the other end of the telephone line and power cable to their respective socket.

Switching the device ON/OFF



1. Press and hold **CANCEL** key for 6 seconds on the front of the pendant to switch on. You can hear the system speak the phrase '**Power On**' or '**Power Off**'.
2. If you put the pendant on the base for 6 seconds it will switch on automatically. You will hear '**Power On**'

Pendant Charging

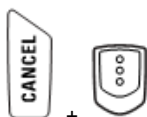




Note: The pendant will beep when it establishes contact with the base unit and begins charging.

Note: Charge pendant for at least **48 hours** before first use. Pendant uses a replaceable Li-ion Polymer Battery 560mAh 3.7v.

**UNAUTHORIZED OPENING OF THE PENDANT WILL VOID
THE MANUFACTURER WARRANTY**

System Check



Press the  +  key at the same time for 1 second on the pendant to start the system check. You will hear “system check, please wait”. System check includes:


















1. Pendant and Base connection
2. Out of range
3. Line availability

If all items are OK, you will hear a voice prompt, **‘System Check OK’**. If any one of the system check items have failed, you will hear **‘System Check Failed’**

**** Helpful Hint**

*We highly recommend performing a **‘System Check’** weekly to ensure all components are in good working order.*

Setting/Storing SOS Numbers

Press Menu 
Press  1 time to select 'SOS NUMBERS'
Press 
The screen will display 'Pendant 1' Choose Pendant # by pressing  (If you have a second pendant)
When you have chosen a pendant # press  the screen will display 'PLEASE WAIT'
Press  to select 'EDIT'
Press 
Press  to select '1 SOS NUM'
Press 
Insert Number to be Called
Press  To Confirm
Press  to select '2 SOS NUM'
Press 
Insert Number to be Called
Press  To Confirm
Press  to select '3 SOS NUM'
Press 
Insert Number to be Called
Press  To Confirm
Press and hold  Button for 3 seconds to return to main screen

Manually Making an SOS Call

OPTION # 1



Press and hold the key on the pendant for 3 seconds to activate the alert, the speaker phone will activate automatically and you will hear 'SOS is calling'



Press key to cancel.

OPTION # 2



Press key on base for 3 seconds to activate the alert

The pendant speaker phone will activate automatically



Press





key or



key to cancel.





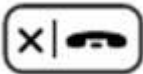
ADDITIONAL SETTINGS

Navigating in the Menu



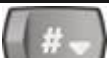



<p>PRESS </p> <p>When on the main Screen to get to System Menu</p>
<p>Press  or  key</p> <p>To Scroll Through The Menu</p>
<p>Press  Key</p> <p>To take you back one Step, A 3 second press on this key will return you back to the main screen</p>

Setting Date/Time








Set Date

Press  Key the screen will display 'DATE + TIME'
Press  Key the screen will display 'SET DATE'
Press  Enter Date Year, Month then day
Press  to save
Press  key for 3 seconds to return you back to the main screen








Set Time

Press  key the screen will display 'DATE + TIME'
Press  key the screen will display 'SET DATE'
Press  Once to 'SET TIME'
Press  key
Enter time Be sure to enter it as 24 hour Clock Example 2:45 pm would be 14:25
Press  to save
Press  key for 3 seconds To return to main screen

Date Format


















Press  key the screen will display 'DATE + TIME'
Press  key
Press  2 times to get to the 'DATE FORMAT' option
Press  key
The screen will display 'DD – MM (day-month)' or
Press  Once for 'MM-DD (month- day)'
Press  key To save
Press  key for 3 seconds To return to main screen

Time Format















Press  key The screen will display 'DATE + TIME'
Press  key The screen will display 'SET DATE'
Press  3 times to The screen will display 'TIME FORMAT'
Press  key
The screen will display '24 HOUR' you can
Press  for a '12 HOUR' time display
Press  key to save
Press  key for 3 Seconds to return to the main screen

Setting/Storing SOS Numbers





















Storing SOS Numbers

Press Menu 
Press  1 time to select ' SOS NUMBERS '
Press 
The screen will display ' Pendant 1 ' Choose Pendant # by pressing  (If you have a second pendant)
When you have chosen a pendant # press  the screen will display ' PLEASE WAIT '
Press  to select ' EDIT '
Press 
Press  to select ' 1 SOS NUM '
Press 
Insert Number to be Called, including area code
Press  To Confirm
Press  to select ' 2 SOS NUM '
Press 
Insert Number to be Called
Press  To Confirm
Press  to select ' 3 SOS NUM '
Press 
Insert Number to be Called
Press  To Confirm
Press  key for 3 Seconds to return to the main screen










Viewing Stored SOS Numbers

Press  key
Press  1 time to 'SOS NUMBERS'
Press  key
The screen will display 'Pendant 1' Choose Pendant # by pressing  (If you have a second pendant)
When you have chosen a pendant # press  the screen will display 'PLEASE WAIT'
The display will read 'LIST' press  key
The screen will display '1 – SOS NUM' Press  key to view stored SOS Number
Exit by pressing  The Screen will display read '1 –SOS NUM'
Press  One time The screen will display '2 – SOS NUM'
Press  key to view stored 'SOS Number'
Exit by pressing  The Screen will display '2 –SOS NUM'
Press  One time The screen will display '3 – SOS NUM'
Press  key to view stored SOS Number
Exit by pressing  for 3 seconds to return to Main Screen

Editing SOS Numbers

Press Menu 
Press  1 time to select ' SOS NUMBERS '
Press 
The screen will display ' Pendant 1 ' Choose Pendant # by pressing  (If you have a second pendant)
When you have chosen a pendant # press  the screen will display ' PLEASE WAIT '
Press  to select ' EDIT '
Press 
Press  to select ' 1 SOS NUM '
Press 
Press  To erase old number Type in new number
Press  To Confirm
Press  to select ' 2 SOS NUM '
Press 
Press  To erase old # Type in new #
Press  To Confirm
Press  to select ' 3 SOS NUM '
Press 
Press  To erase old number Type in new #
Press  To Confirm
Press  key for 3 Seconds to return to the main screen

Erasing All SOS Numbers






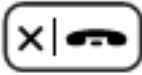
Press  key
Press  1 Time to 'SOS NUMBERS'
Press  The Screen will display 'PLEASE WAIT'
Choose Pendant #  (If you have a second pendant)
When you have chosen a pendant number press  (The screen will display 'PLEASE WAIT')
The screen will display 'LIST' Press  3 Times to DELETE ALL
Press  key The screen will display 'CONFIRM?'
Press  key to confirm
Press  key for 3 seconds To return to the main screen.

Setting SOS Mode

When the **‘REACH ONE’** option is selected, the SOS call will stop when any one of the 3 stored SOS numbers is successfully connected. **This is the default setting.**






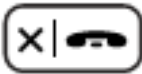
When the **‘REACH ALL’** option is selected, the SOS call will stop when ALL 3 of the saved SOS numbers are successfully connected.

**** Helpful Hint: What does ‘Reach All Mean’? This means even if receiver of the call presses the ‘#’ key, the system will continue to call the second and third number. What is the purpose of this feature? In some situations, you may want to ensure that all three contacts get the message that there is an emergency.**

Press		
Press		2 times to get to ‘SOS MODE’
Press		to select ‘SOS MODE’
The screen will display ‘REACH ONE’ or ‘REACH ALL’ press		
		to choose an option
Press		to save your choice
Press		for 3 seconds to return to the main screen.

Detect ACK Emergency Message

When an SOS call is made and the call is picked up, the receiving party will hear: “This is an SOS call, to continue the call, press hash key now (#)” the receiving party then must press the “#” key while the announcement message is playing. The announcement message will repeat 5 cycles. If the ‘#’ key is not pressed within the 5 cycles, the current call is considered unsuccessful, and will be terminated. The system then will continue to the next SOS number.

Press		
Press		3 times to get to ‘DETECT ACK’
Press		to select ‘DETECT ACK’
The screen will display ‘ON’ or ‘OFF’ press		
		to choose an option
Press		to save your choice
Press		for 3 seconds to return to the main screen.

****Helpful Hint: What does ‘DETECT ACK’ mean? If you have set ‘REACH ALL’ to ‘ON’ and ‘DETECT ACK’ to ‘OFF’ then the system will not require “#” to be pressed and will call all the contact numbers.**






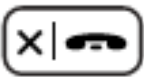
****When the ‘OFF’ option is selected, the system will not differentiate if the call is picked up by an answering machine or voice mail. All answered calls are considered successful calls.**

Continuous SOS Call

ON: During an ‘SOS MODE’ call, the calling cycle will continue until a call is successfully connected, regardless of the units ‘REACH ONE or REACH ALL’ settings.

**** Helpful Hint:** If ‘CONTINUE SOS CALL’ is set to ‘ON’ the system will dial the contact numbers over and over forever.

OFF: During ‘SOS MODE’, whether the mode is in ‘REACH ONE’ or ‘REACH ALL’, the maximum SOS calling cycle is 10 times, even if there is no successfully connected call.

Press		
Press		4 times to get to ‘CONT SOS CALL’
Press		to select ‘CONT SOS CALL’
The screen will display ‘ON’ or ‘OFF’ press		
		to choose an option
Press		to save your choice
Press		for 3 seconds to return to the main screen.

Answer Call:







ON: When this option is selected, a ring tone will sound thru the pendant for an

incoming call. The user can then press the '**SOS HELP**'



















key to pick up any incoming call.

OFF: When this option is selected, the pendant will NOT have an incoming ring tone.

Press  key
Press  to 5 times ' ANSWER CALL '
Press  key
The screen will display ' ON ' OR Press  to ' OFF '
Press  key to save
Press  key for 3 seconds to return you back to the main screen.









Pill Alarm

Setting Pill Alarms

Press  key The screen will display ' DATE and TIME '
Press  6 times to ' PILL ALARM '
Press  key The screen will display ' PLEASE WAIT '
Choose Pendant # by pressing  (If you have a second pendant)
When you have chosen a pendant press 
The screen will display ' PLEASE WAIT ' The screen will display ' CLEAR '
Press  to SET
Press  key The screen will display ' START '
Press  key Enter your desired time and press  to save the screen will display ' START '
Press  to ' DURATION '
Press  key Enter your desired duration time (01-23 hours) and press  key to save. The screen will display ' DURATION ' ***For example, "take every 3 hours" 3 would be the duration
Press  to ' TIMES/DAY '
Press  key Enter your desired prompt times (1-9) and press  key to save
Press  key for 3 seconds to return you back to the main screen.

This is an alarm reminder for taking medication. For example, if you set “Start at 9am, Duration is 4 hours, 4times/day, Repeat is ON”, then you will hear the voice prompt “Please take medication now” at 9am, 1pm, 5pm, and 9pm. Since repeat in ON this alarm will repeat every day. **If you have registered two pendants to the system, you can set pill alarms on one or both of the pendants.










Cancel Pill Alarm

Press  key
Press  6 times to 'PILL ALARM '
Press  key The screen will display 'PLEASE WAIT'
Choose Pendant # (if you have a second pendant)  and Press 
Press  to 'CLEAR'
Press  to save.
Press  key for 3 seconds to return to the main screen









Alarm:

**If you have registered two pendants to the system, you can set pill alarms on one or both of the pendants.

Setting An Alarm

Press  key
Press  7 times to 'ALARM'
Press  key
Choose Pendant # by pressing  (If you have a second pendant)
When you pick a pendant number press  the screen will display 'PLEASE WAIT'
The screen will display 'CLEAR'
Press  to 'SET'
Press  key
Enter desired alarm time and press  key to save
Press  key for 3 seconds to return you back to the standby screen.

Cancel Alarm






Press  key	
Press  7 times to 'ALARM'	
Press  key	
Choose Pendant # by pressing  (If you have a second pendant)	
When you pick a pendant number press 	
The screen will display 'PLEASE WAIT'	
The screen will display 'SET' Press  to 'CLEAR'	
Press  key to save	
Press 	key for 3 seconds to return you back to the main menu.

Language

The Touch N' Talk with Fall Detection is only available in English at this time.








Default

This function can restore factory settings, **EXCLUDING** date/time setting and SOS help numbers/Alarm/Pill Alarm.

Press		
Press		9 times to get to 'DEFAULT'
Press		to select 'DEFAULT'
The screen will display 'CONFIRM?'		
Press		to confirm.
Press		for 3 seconds to return to the main screen.

Registration:







Register: Adding an additional pendant

Press  key
Press  10 times to 'REGISTRATION'
Press  key
The screen will display 'REGISTER' Press  key *** while on this step, the screen will display 'PLEASE WAIT' and a red light under the base station SOS key will flash
Press and hold the  and the red  buttons on the pendant for 3 seconds and you will hear a short 'beep' tone. Then release the button
After a few seconds the screen will display 'SUCCESS'.
Press  key for 3 seconds to return to the main screen

*****If registration has failed, the base screen will go back to the registration menu. If this happens, please try to register the pendant again.**

***** Helpful Hint:** This feature is used to add an additional pendant to your system. The first pendant needs to perform this function. If you have only one pendant that came with the system, it is already registered from the factory so there is no need to register it.







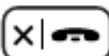
Deregister: Removing Pendants from Systems

Press  key
Press  10 times to 'REGISTRATION'
Press  key
Display will read 'REGISTER' Press  to 'DEREGISTER'
Press  key *** while on this step, the screen will display 'PLEASE WAIT' and a red light under the base station SOS key will flash
After a few seconds the screen will display 'PLS REGISTER' and the pendant if charged and powered on will say 'OUT OF RANGE' *** If deregister is failed, the base screen will display 'FAILED', you can deregister again.
Press  key for 3 seconds to return to the main screen

Fall Detection/Man Down Function Settings:


How Does Fall Detection/Man Down Work?

If the panic button is laying at a 30-degree angle or less, for more than 30 seconds the system will recognize that position as a 'Man Down' or 'Fall'. When the system detects a fall, it will start beeping. This lets the user know it has detected a fall. Simply move the pendant to an upright position or press the panic button to stop the alert process. If there is no movement or the button has not been pushed within 10 seconds, the system will start calling for help. When not in use, the user can place the pendant in the charging station or hang it around a doorknob to keep it in the upright position to avoid unintended activation.

Press		
Press		11 times to get to ' MAN DOWN '
Press		
The screen will display ' PLEASE WAIT '		
Press		to choose a pendant #
Press		to ' ON '
Press		to save
Press		for 3 seconds to return to the main screen.

Once the system detects a fall, it will call preset SOS number(s) directly after the pendant "beeps" ten times.

The Man down function can be cancelled, while pendant is beeping, with following action:

1. Press "cancel"  key
2. Pendant angle changes by >30° (pendant position is moved)
3. Pendant has been moved slightly

FEATURES/ FUNCTIONALITY

How automatic cut-off operates

The line-out modular jack on the base unit is for connecting your own telephone to a telephone line. When you press the SOS button to activate an SOS call, the SOS call will be prioritized to call out and any call currently being made using the line-out jack will be disconnected so the SOS call can get a dial tone to call out.

Pendant LED status indicators

Conditions	Pendant Light			
	BATTERY LED	RANGE LED	Turn On	Turn Off
Charging	Red	/	1 sec	1 sec
Full charge	Green	/	Always	/
Low power	Red	/	0.5 sec	2 sec
Make a call	/	Red	Always	/
Out of range	Red	/	0.5 sec	2 sec
Page Pendant	Red	/	0.5 sec	0.5 sec

LCD indicators: (Battery Icon)

If there is no back up battery installed, you will not see a battery icon on the base display.



If there is a back up battery installed, the Battery icon will display on the base display.




If the backup battery is full charged, battery icon on the base display will show full.




The battery icon will 'cycle' full and empty and totally disappear during normal charging. This is a normal process of charging and discharging. Parallel' displayed on the base display means that a telephone on the same line has been picked up.

Paging

If you have misplaced the panic button you can press the Page key to locate it. When

the  key is pressed on the base unit, you will hear a "BEEP" tone on the pendant.

Press  key again to cancel paging

Waterproof Rating IP-57

Immersion up to 1m - **Effective against** - Ingress of water in harmful quantity shall not be possible when the enclosure is immersed in water under defined conditions of pressure and time (up to 1 m of submersion). Protected from immersion between 15 centimeters and 1 meter in depth for 30 minutes.


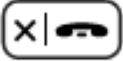
**** Helpful Hint:**

Simply put, you may submerge this pendant under water for 30 minutes in the bathtub or shower with no damage.




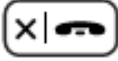
Answering/Making a Normal Call

Making A Normal Call

A normal telephone call can be made through the pendant by using the base keypad for dialing.

Dial your desired number on the keypad then press 
Press  to cancel or hang up the call and return to the main screen.

Answering An Incoming Call

When you hear a call coming in, press  on the pendant or  to answer the call.
Press  on the pendant or  to end the call.

Troubleshooting

Out of range options:

If your pendant is indicating that it is out of range do the following

- Make sure the pendant is registered
- Make sure that the unit has power
- Move base station to higher location
- Turn the pendant off and then back on

If these steps do not help, let the pendants power run completely out, when the pendant will no longer power on, place the pendant on the charger and charge for 48 hours.

The pendant keeps calling on its own:

If the pendant sits at a 30-degree angle for more than 30 seconds, the pendant thinks that a fall has occurred. Make sure the pendant is in an upright position at all times. The pendant should not be worn lying down if the “Man Down” function is on. If the pendant needs to be worn at all times, then the “Man Down” function should be set to off. Please note when this function is turned off the system will NOT automatically call in the case of a fall, the user must manually press the button to make an SOS call.

****Helpful Hint:**

The pendant can be placed in the charging station or hung on a door knob, close to the bed overnight to keep it from being at a 30-degree angle overnight.

SERVICE

Per FCC regulations, this equipment which has been certified and registered by the FCC, may only be repaired by an authorized representative, otherwise the FCC certification may be voided. Should you encounter any problems, need warranty or out-of-warranty repair, please call the ASSISTIVE TECHNOLOGY SERVICES Customer Hotline for assistance: 1-615-562-0043 Monday - Friday between the hours of 8:00 am - 6:00 pm CST or send e-mail to QUESTIONS@ATS-TN.COM or visit our website at www.ATS-TN.com

QUESTIONS?

STOP...don't take this unit back to the store.

LOOK...for the 'Service' telephone number.

LISTEN... as our experts talk you through the problem.

LIMITED WARRANTY AND SERVICE

ASSISTIVE TECHNOLOGY SERVICES LLC Warrants this product to be free from defective materials or factory workmanship and will replace or repair this unit or any part thereof, except batteries, if it proves to be defective in normal use or service within 1 YEAR of original purchase date. Our obligation under this warranty is the repair or replacement of the defective instrument or any part thereof, except batteries. Consumer pays all shipping costs both ways. This warranty will be considered void if unit, pendant or any part is tampered with, improperly serviced, or subjected to misuse, negligence or accidental damage. There are no other express warranties other than those stated herein. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. TO OBTAIN SERVICE PLEASE E-MAIL US AT QUESTIONS@ATS-TN.COM OR CALL (615) 562-0043 8 AM-6 PM CST (IF THE UNIT IS UNDER WARRANTY PROOF OF PURCHASE MUST BE PROVIDED.)

Ver. 3.17.02.08

